

# Frequently Asked Questions

## **What is a Dependent Eligibility Verification?**

A Dependent Eligibility Verification verifies the eligibility of dependents to receive health insurance benefits and removes those who are not qualified for coverage. This process helps control healthcare costs by ensuring that only eligible dependents are enrolled in the health insurance plan.

## **How was I selected for the Dependent Eligibility Verification?**

All employees with dependents on the health plan are required to go through this dependent eligibility verification process.

## **What happens if I do not complete the Dependent Eligibility Verification?**

Any dependent who is not verified through this process by the deadline will be dropped from the health insurance plan. You will be notified in writing if your dependents are removed from coverage. The next scheduled opportunity you would have to add your dependent back to the health plan, if they gain eligibility, would be during the next annual open enrollment period, OR within 31 days of Qualified Change in Status event, such as a marriage, birth, death, divorce or other defined life status change event(s).

## **Can I add dependents during this Dependent Eligibility Verification Process?**

No. Your task is to verify only the dependents listed on the website. Adding dependents can only occur during the new hire, life event, or open enrollment processes, and must be done through official Human Resources procedures.

## **Can I change any personal data that is incorrect?**

No. Before completing your online affidavit, if any dependent data is inaccurate or if any covered dependents are not shown, please contact your HR/benefits department.

## **I've already provided my child's birth certificate and my marriage certificate to HR. Why do I have to do it again? Can the HR office provide it for me?**

Human Resources will not forward any documents you have previously provided to HR. The dependent verification is a separate process. You are responsible for your own document submission and for verifying your currently covered dependents.

## **Who is doing the verification?**

Impact Interactive, an independent healthcare verification firm, has been contracted to conduct the dependent eligibility verification.

## **Are original documents required?**

Only COPIES of documents are requested for dependent verification purposes. Please redact/black out all financial information, Social Security Numbers, and account numbers. This data is not needed for verification purposes.

## **Who should I call if I have a question that is not answered here?**

Please contact the Dependent Eligibility Center at 1-866-691-6551. Operating hours are Monday through Thursday, 8:00 AM to 7:00 PM, Eastern Time, and Friday, 8:00 AM to 5:00 PM, Eastern Time.